

REVISION 1 - ATTACHMENT K

**INCENTIVE FEE PLAN AND INCENTIVE FEE
QUALITY ASSURANCE PLAN**

FOR

**HEADQUARTERS INFORMATION TECHNOLOGY
SUPPORT SERVICES (HITSS)**

NNH11351229R

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NASA HEADQUARTERS INFORMATION TECHNOLOGY SUPPORT SERVICES
(HITSS)
INCENTIVE FEE PLAN

I. INTRODUCTION

This Incentive Fee Plan reflects the agreement between the Government and the Contractor regarding incentive fees available under the contract. It explains the applicability and operation of incentive fee clauses contained elsewhere in the contract. This plan addresses only the negotiated incentive fees. It does not apply to tasks ordered under the contract on a cost-plus-fixed-fee basis (CPFF) under the Indefinite Delivery Indefinite Quantity (IDIQ) provisions.

II. BACKGROUND

This contract includes a cost-plus-incentive-fee (CPIF) core requirement for information technology support services for the Information Technology and Communications Division. In addition, some IDIQ tasks may be ordered on a CPIF basis. Under the core requirement and CPIF task orders, there are incentive fees for technical performance and cost. The operation of these incentives is detailed in this plan.

III. INCENTIVE FEES

Contract Clause B.11, [Core] Estimated Cost and Incentive Fee, provides the estimated cost and incentive fee applicable to the core requirement of this contract as follows: Target Cost, Target Fee, Total Target Cost and Fee, Minimum Fee and Maximum Fee.

Contract Clause B.10, [IDIQ] Estimated Cost and Incentive Fee, provides the estimated cost and incentive fee applicable to any tasks awarded as CPIF tasks under this contract as follows: Target Cost, Target Fee, Total Target Cost and Fee, Minimum Fee and Maximum Fee.

In accordance with Clauses B.7, [Core] Incentive Fee Pools, the incentive fees negotiated under the contract are divided between the technical and cost incentive fee pools as follows: technical performance 70% and cost performance 30%. The amount of the incentive fee the Contractor earns depends on performance in each of the incentive fee areas being measured. Technical performance incentive fee is earned based solely on technical performance. Cost performance incentive fee is earned based on cost performance.

The two incentive fee pools are separate and distinct, and the fee earned from each is determined separately based on different performance parameters. The two incentive fee pools are discussed individually in the following sections.

A. Technical Performance Incentive Fee

The Government and the Contractor agree that:

1. During each evaluation period, the Contractor may earn technical performance incentive fee for the core requirement based on the performance level achieved for each performance requirement identified in the tables in Section III.A.4.
2. During each evaluation period, the Contractor may earn technical performance incentive fee for CPIF tasks awarded under the IDIQ provisions of the contract, based on the performance levels established in the task order. Each CPIF task order will have its own set of performance standards and weightings, including method of calculation of the incentive fees.
3. The evaluation periods for which technical incentive fee is available is in accordance with the chart below for the entire period of performance, which includes a 1-year base and four 1-year options.

**AVAILABLE TECHNICAL INCENTIVE FEE
FOR EACH PERIOD**

Contract Period	Incentive Fee Period	Start Date - End Date	Technical Incentive Fee
Base	1	Contract Start Date plus 6 months	\$TBD*
Base	2	6-month period thereafter	\$TBD
Option 1	3	6-month period thereafter	\$TBD
Option 1	4	6-month period thereafter	\$TBD
Option 2	5	6-month period thereafter	\$TBD
Option 2	6	6-month period thereafter	\$TBD
Option 3	7	6-month period thereafter	\$TBD
Option 3	8	6-month period thereafter	\$TBD
Option 4	9	6-month period thereafter	\$TBD
Option 4	10	6-month period thereafter	\$TBD
	Total		\$TBD

*TBD: To Be Determined, based on the negotiated fees and phasing.

4. Each required service (and associated performance requirement) shall be evaluated by the Government using the Incentive Fee Quality Assurance Plan Appendix 1, which provides details as to how samples are selected and evaluated. Each required service is weighted so that 100% of the evaluation for technical performance (and resulting technical performance incentive fee) will be derived from the performance requirements in this document.

- a. For Incentive Period 1, the technical performance incentives will be based on selected metrics from Program Management, Customer Relationship Management, Applications Development, and Systems Engineering and Integration.
- b. For Incentive Periods 2 through 10, the technical performance incentive fee pool shall be apportioned (weighted) between the technical performance categories as listed below.

Performance Category	Number of Performance Requirements	Incentive Fee
Program Management	4	25%
Program-wide Services	3	15%
Customer Relationship Management	1	15%
Applications Development and Information Management	1	13%
NASA Headquarters Data Center	2	15%
Systems Engineering and Integration	1	2%
IT Security	2	15%
Total	14	100%

Specific details concerning each performance requirement are contained in Section III.A.4.

5. The technical performance requirements for the core requirement are identified in the following tables.

Incentive Period 1: Transition and Stabilization

Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee
T&S-1	2.2	Completion of Actions from Operational Readiness Review (ORR)	Outstanding actions from the ORR shall be completed within the required time period.	Maximum Fee	96% - 100% of the actions are completed by the due date.	10%
				Target Fee	90% - 95% of the actions are completed by the due date.	
				Minimum Fee	Less than 90% of the actions are completed by the due date.	
T&S-2	2.3.1	Content of Selected Initial Plans	The following Initial Plans will include the required elements specified in the	Maximum Fee	93%-100% of the required elements are included.	45%
				Target	86%-92% of the required	

			PWS and IFQAP: -Application Service Framework -Application Service Roadmap and Implementation Plan -Data Center Modernization Plan -Legacy Applications Disposition Plan -Training Program and Outreach Plan	Fee	elements are included.	
				Minimum Fee	Less than 86% of the required elements are included.	
T&S-3	2.2	Stakeholder Satisfaction with Transition and Stabilization	Ratings from transition stakeholders shall be no less than a "4" on a scale of 1-5, with "5" being the highest.	Maximum Fee	91% - 100% meet the criteria.	45%
				Target Fee	85% - 90% meet the criteria.	
				Minimum Fee	Less than 85% meet the criteria.	
						100%

Incentive Periods 2 - 10: Contract Operations

Program Management (2.0)						
Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee
1	2.3.2	Content of Selected Plan Updates	Semi-annual updates to the following Plans will include the required elements specified in the PWS and IFQAP: -Application Service Roadmap and Implementation Plan -Data Center Modernization Plan -Legacy Applications Disposition Plan -Training Program and Outreach Plan	Maximum Fee	96%-100% of the required elements are included.	7%
				Target Fee	83%-95% of the required elements are included.	
				Minimum Fee	Less than 83% of the required elements are included.	
2	2.3.2	Accomplishment of Plan	All objectives identified in the semi-annual updates to	Maximum Fee	93%-100% of the objectives are completed.	8%

		Objectives	the following plans will be met: -Application Service Roadmap and Implementation Plan -Data Center Modernization Plan -Legacy Applications Disposition Plan -Training Program and Outreach Plan	Target Fee	81%-92% of the objectives are completed.	
				Minimum Fee	Less than 81% of the objectives are completed.	
3	2.4	Adherence to Service Request Schedules	For all Service Requests completed during the evaluation period, all end dates shall be met in accordance with the scheduled completion date.	Maximum Fee	98% - 100% meet the criteria.	5%
				Target Fee	94% - 97% meet the criteria.	
				Minimum Fee	Less than 94% meet the criteria.	
4	3.2.1	Problem Ticket Response Time	Respond to problem tickets within 4 business hours (time to first response), resolution time within 3 business days, and user completion notification within 4 hours of ticket closure.	Maximum Fee	97% - 100% meet the criteria.	5%
				Target Fee	93% - 96% meet the criteria.	
				Minimum Fee	Less than 93% meet the criteria.	
						25%

Program-wide Services (3.0)						
Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee
5	3.2.1	Prime Time Password Resets	Respond to application password reset requests during Prime Time hours within 30 minutes and accomplish resets within 60 minutes.	Maximum Fee	Meet metrics 96%-100% of the time.	4%
				Target Fee	Meet metrics 90%-95% of the time.	
				Minimum Fee	Meet metrics less than 90% of the time.	
6	3.2.1	Restore Prime Time Service Outages for Applications and	For service outages affecting more than one person, respond within 5 minutes with daily updates	Maximum Fee	Meet response and mitigation metrics 96% - 100% of the time.	6%
				Target	Meet response and mitigation	

		Servers	provided until the outage is mitigated.	Fee	metrics 90% - 95% of the time.	
				Minimum Fee	Meet response and mitigation metrics less than 90% of the time.	
7	3.2.1	Resolve Prime Time Application and Server Hardware and Software Problems	For reported hardware and software problems, respond within 30 minutes with a fix accomplished within 12 prime-time business hours.	Maximum Fee	Meet response and mitigation metrics 96% - 100% of the time.	5%
				Target Fee	Meet response and mitigation metrics 90% - 95% of the time.	
				Minimum Fee	Meet response and mitigation metrics less than 90% of the time.	
						15%

Customer Relationship Management (4.0)						
Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee
8	4.1	Customer Satisfaction Surveys	Customer surveys shall include an Overall Rating of no less than a "4" on a scale of 1-5, with "5" being the highest rating.	Maximum Fee	98%-100% meet the criteria.	15%
				Target Fee	95%-97% meet the criteria.	
				Minimum Fee	Less than 95% meet the criteria.	
						15%

Applications Development and Information Management (5.0)						
Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee
9	5.13	Post-Release Bug Fixes	All application version releases shall be error free and not require post-release bug fixes.	Maximum Fee	93% - 100% are error free.	13%
				Target Fee	75% - 92% are error free.	
				Minimum Fee	Less than 75% are error free.	
						<u>13%</u>

NASA Headquarters Data Center (6.0)						
Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee
10	6.3	Data Center Availability	Data Center systems and services (hosted and housed) shall be available on a 24 X 7 X 365 basis.	Maximum Fee	99.99% - 100% average availability per month.	8%
				Target Fee	99.90% - 99.98% average availability per month.	
				Minimum Fee	Less than 99.90% average availability month.	
11	6.8	Compliance with Patch Management Plan	Data center servers shall be patched in accordance with the approved patch management plan and schedule.	Maximum Fee	99% - 100% meet the criteria.	7%
				Target Fee	95% - 98% meet the criteria.	
				Minimum Fee	Less than 95% meet the criteria.	
						15%

Systems Engineering and Integration (7.0)						
Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee
12	7.5	Delivery of Annual Tactical Plan and Quarterly Updates	Tactical Plan shall be fully documented and delivered annually after IT Board of Directors' approval; or Tactical Plan Status Report shall be provided quarterly to reflect current status and projections.	Maximum Fee	100% submitted on time.	2%
				Target Fee	50% submitted on time.	
				Minimum Fee	0% submitted on time.	
						2%

IT Security (8.0)						
Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee

13	8.4	Vulnerability Mitigation	All system vulnerabilities shall be mitigated within the specified times, based on the assessed severity.	Maximum Fee	98% - 100% meet the criteria.	10%
				Target Fee	95% - 97% meet the criteria.	
				Minimum Fee	92% - 94% meet the criteria.	
14	8.4.1	Incident Response	During non-Prime Time hours respond to a phone call, a NASA Security Operations Center (SOC) or NASA Help Desk notification, or other Government notification within 15 minutes and arrive on-site, if necessary, within two hours of the initial page.	Maximum Fee	Meet the criteria 96% - 100% of the time.	5%
				Target Fee	Meet the criteria 90% - 95% of the time.	
				Minimum Fee	Meet the criteria less than 90% of the time.	
						<u>15%</u>

6. For each performance requirement, a comparison of the performance level achieved and the performance level associated with each fee amount (maximum fee, target fee, or minimum fee) will be made to determine the appropriate fee amount. Additionally, the performance level achieved will be rounded down, if required, when making the comparison. For example, a performance level achieved of 98.7% would be rounded down to 98% and not rounded up to 99%. The only exception is for Metric #10, Data Center Availability. For that metric, the calculation will be performed to two decimal places and the metric will be determined according to the performance levels listed.
7. The required services, performance requirements, performance levels and incentive fee weights may be adjusted by mutual agreement between the Government and the Contractor. Any adjustments shall be made by a modification to the contract prior to the start of an incentive period.
8. The Contracting Officer's decision as to the amount of technical performance incentive fee earned each evaluation period is a unilateral determination based on the established performance requirements and the performance levels

achieved, and may be subject to the Disputes clause. All technical performance incentive fee payments for each evaluation period shall be final.

B. Cost Performance Incentive Fee

The Government and the Contractor agree that:

1. Cost performance incentive fee payable shall be determined based on the final total allowable cost at the completion of the contract compared against the target cost in accordance with the share ratios and procedures specified in Clauses B.8 and B.9.
2. Target cost and target fee:
 - a. The target cost and target fee specified in this Schedule are subject to adjustment if the contract is modified in accordance with paragraph (d) of Clause B.7 or as specified in each individual task order.
 - b. "Target cost," as used in this contract means the estimated cost of this contract as initially negotiated, adjusted in accordance with paragraph (d) of Clause B.7.
3. The Contractor may bill for provisional payment of cost performance incentive fees in accordance with Clause B.8.

APPENDIX 1:
INCENTIVE FEE QUALITY ASSURANCE PLAN

HEADQUARTERS IT SUPPORT SERVICES (HITSS) CONTRACT INCENTIVE FEE QUALITY ASSURANCE PLAN

This Incentive Fee Quality Assurance Plan (QAP) is developed to provide a disciplined process for evaluating the contractor's performance in order to determine conformity with the performance requirements of the Performance Work Statement. It is designed to aid the performance monitors in providing effective and systematic surveillance of contractor performance, and to provide the contractor with specific details of how the performance requirements will be evaluated. This plan consists of a sampling guide for each performance requirement identifying how and when surveillance will be performed.

The following sections of the sampling guide are explained:

Method of Surveillance – Identifies the method to be used for selecting samples (100% Inspection or Random Sample).

When a random sample will be selected, the following general process will be used to choose the samples:

1. The number of transactions (or tickets or other workload indicator) occurring during the time period will be determined and the transactions will be sorted by the initiation date (or other appropriate criteria).
2. The samples will be selected in a manner that ensures they are spread across the entire time period that is sampled (e.g., every fifth ticket will be a part of the sample). The spread between each transaction sampled will vary depending upon the sample size and actual number of transactions occurring during the evaluation period.

Lot Size – The estimated workload during a 6-month evaluation period.

Sample Size – The number or percentage of items from the lot that will be sampled.

Performance Requirement – Identifies the performance standard associated with a work requirement.

Sampling Procedure – Describes the procedure to be used in selecting the samples to be inspected, how often samples will be taken, and the relative weight of the samples.

Inspection Procedure – Describes what will be inspected and how, and how the metric will be calculated.

METRIC #T&S-1
Completion of Actions from Operational Readiness Review (ORR)

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** Approximately 20 open actions from the ORR that will be due for completion during the first six months of the contract.
- 3. Sample Size:** 100% of lot.
- 4. Performance Requirement:** Open actions identified during the ORR shall be completed within the required due date.
- 5. Sampling Procedure:** All ORR actions assigned to the contractor that have required completion dates during the first six months of the contract will be included in the sample. All actions will be of equal weight.
- 6. Inspection Procedure:** The Government will review a report of closed ORR actions assigned to the contractor on a monthly basis. The actual completion date of all actions completed during the month will be examined to determine if they met the required due date. At the end of the 6-month period, the total number of actions completed by the required due date will be divided by the total number of actions due, then multiplied by 100 to determine the percentage completion.

METRIC #T&S-2
Content of Selected Initial Plans

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** 29 required plan elements (5 plans and 6 elements each, except that one element does not apply to the Application Service Framework). All elements are of equal weight). The required plans are:
 - Application Service Framework
 - Application Service Roadmap and Implementation Plan
 - Data Center Modernization Plan
 - Legacy Applications Disposition Plan
 - Training Program and Outreach Plan
3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Initial plan content of the five documents listed above will contain the 6 required elements listed below. Other required content specific to each plan is included in the PWS, but the incentive fee will be based upon the 6 elements that are applicable to all plans.
5. **Sampling Procedure:** The initial plans will be uploaded to the Contract Management portal or applicable document repository for review by ITCD.
6. **Inspection Procedure:** The Government will review each of the five selected plans submitted during the six month period to determine if the following elements have been addressed:
 - Identifies the goal or goals that are addressed in the plan
 - Identifies the required skills needed
 - States that overall implementation can be accomplished within the estimated cost of the contract; or includes an estimated cost and basis of estimate (must provide estimated cost and basis of estimate to successfully meet this element)
 - Discusses technology maturity that can be supported within the current or projected NASA IT infrastructure
 - Includes 5-10 quantifiable short-term objectives that will be accomplished over the succeeding six months (does not apply to the Application Service Framework)
 - Is delivered and available by the due date

Each element included in each plan counts as successfully meeting the metric. The total number of elements included in the plans will be divided by 29, then multiplied by 100, to determine if the overall metric has been met.

METRIC #T&S-3
Stakeholder Satisfaction with Transition and Stabilization

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** Approximately 50 customer surveys.
- 3. Sample Size:** 100% of lot.
- 4. Performance Requirement:** Surveys submitted by transition stakeholders shall include an Overall Rating of no less than a "4" on a scale of 1-5, with "5" being the highest rating.
- 5. Sampling Procedure:** Surveys will be sent to all transition stakeholders, which include task monitors on the core requirement and task owners of all tasks issued during the first six months of the contract. Surveys will also be sent to all managers in the IT and Communications Division. All surveys returned from transition stakeholders will be included in the sample. All surveys will be of equal weight.
- 6. Inspection Procedure:** The Government will review the survey responses and will count the number of surveys that include an Overall Rating of at least "4". (Although surveys may consist of ratings for more than one element of performance, the only rating that will be used to determine this metric is the "Overall Rating".) Surveys meeting the metric will be divided by the total number of surveys received, then multiplied by 100, to determine if the metric was met.

PROGRAM MANAGEMENT (PWS SECTION 2.0)

METRIC #1

Content of Selected Plan Updates

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** 24 required elements of selected plan semi-annual updates (4 plans and 6 elements each – all of equal weight). The required plans included in this metric are:
 - Application Service Roadmap and Implementation Plan
 - Data Center Modernization Plan
 - Legacy Applications Disposition Plan
 - Training Program and Outreach Plan
3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** The content of the semi-annual plan updates listed above will contain the 76 required elements listed below. Other required content specific to each plan is included in the PWS, but the incentive fee will be based upon the 7 elements that are applicable to all plans.
5. **Sampling Procedure:** The plan updates will be uploaded to the Contract Management portal or applicable document repository for review by ITCD.
6. **Inspection Procedure:** The Government will review each of the four updates submitted during the six month period to determine if the following elements have been addressed:
 - Identifies the goal or goals that are addressed in the plan
 - Identifies the required skills needed
 - States that overall implementation can be accomplished within the estimated cost of the contract, or includes an estimated cost and basis of estimate (must provide both to successfully meet this element)
 - Includes specific actions taken during the past six months, and associated results, that definitively demonstrate that the objectives from the previous update or plan have been accomplished.
 - Includes 5-10 quantifiable short-term objectives that will be accomplished over the succeeding six months
 - Is delivered and available on or before the due date

Each element included in each plan counts as successfully meeting the metric. The total number of elements included in the plans will be divided by 248, then multiplied by 100, to determine if the overall metric has been met.

PROGRAM MANAGEMENT (PWS SECTION 2.0)
METRIC #2
Accomplishment of Plan Objectives

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** Approximately 30 quantifiable objectives (5-10 for each plan) submitted with the semi-annual updates of the following plans:
 - Application Service Roadmap and Implementation Plan
 - Data Center Modernization Plan
 - Legacy Applications Disposition Plan
 - Training Program and Outreach Plan
3. **Sample Size:** 100%.
4. **Performance Requirement:** All objectives identified in the semi-annual updates to the plans will be met.
5. **Sampling Procedure:** The Government will review the actions and results identified by the contractor for each objective included in the latest plan update, which cover the previous 6-month period. All objectives are of equal weight.
6. **Inspection Procedure:** Each plan update will identify 5-10 quantifiable objectives that the contractor intends to achieve over the following six months. The contractor's list of actions and results against those objectives will be examined. If the contractor states that the objective was accomplished, it will be included as a successful objective. The number of successful objectives will be divided by the total number of objectives evaluated across all four plans, then multiplied by 100, to determine the percentage completed.

PROGRAM MANAGEMENT (PWS SECTION 2.0)

METRIC #3

Adherence to Service Request Schedules

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** Approximately 25 Service Requests per month or approximately 150 Service Requests per 6-month period.
3. **Sample Size:** 100% of all Service Requests with scheduled completion dates within the 6 month period of performance.
4. **Performance Requirement:** All Service Requests with completion dates that fall within the 6 month review period shall be completed by the scheduled completion date.
5. **Sampling Procedure:** The HQ Service Request (SR) management system shall be used to identify the SRs with scheduled completion dates that fall within the period. All SRs will be of equal weight.
6. **Inspection Procedure:**
 - a. At the end of the 6-month period, the Government will access the SR management system.
 - b. The Government will compare the Service Request scheduled completion dates with actual completion dates. If there are interim completion dates or milestones associated with an SR, only the final date will be used to determine if the metric was met.
 - c. The total number of Service Requests with actual completion dates by the scheduled dates shall be divided by the total number with scheduled completion dates within the 6 month period.
 - d. Service Requests that received Government approval to extend the scheduled completion date beyond that period shall not be included in this calculation.

PROGRAM MANAGEMENT (2.0)
METRIC #4
Problem Ticket Response Time

1. **Method of Surveillance:** Random Sampling.
2. **Lot Size:** Approximately 500 tickets per month, or approximately 3,000 tickets per 6-month period.
3. **Sample size:** Approximately 10% of tickets.
4. **Performance Requirement:** Respond to tickets within 4 business hours (time to first response), resolve problem within 3 business days, and notify user of completion within 4 hours of ticket closure. All three elements must be completed in the required time in order for a single ticket to be counted as successfully meeting the performance requirement.
5. **Sampling Procedure:** Perform random sampling of ticket logs from the Remedy system. All tickets will be weighted equally.
6. **Inspection Procedure:**
 - a. For each ticket sampled, the Remedy log will be checked to determine the following:
 - If the customer was contacted within 4 business hours;
 - If the ticket was resolved within 3 business days; and
 - If the completion notification was sent to the customer within 4 hours of ticket closure.
 - b. In order for a ticket to count as successfully meeting the metric, all three elements above must have been met. For example, if the customer was contacted within 4 business hours and the ticket was resolved in 3 business days, but the customer was not notified of completion within 4 hours, then that ticket will not count as a “successful” ticket. Total number of “successful tickets” divided by total number of tickets sampled, multiplied by 100, will determine the percentage completion.

PROGRAM-WIDE SERVICES (3.0)
METRIC #5
Prime Time Password Resets

1. **Method of Surveillance:** Random Sampling.
2. **Lot Size:** Approximately 180 password resets per month, or approximately 1,080 per 6-month period.
3. **Sample Size:** 20% per month.
4. **Performance Requirement:** Respond to application password reset requests during Prime Time hours within 30 minutes and accomplish resets within 60 minutes.
5. **Sampling Procedure:** A random sample will be pulled from all prime time password reset tickets on a monthly basis. The sample will be calculated as Total Number of Resets per period times .20 giving the sample size x. The sample size (x) will be used to select every 5th record from the total for review. Each ticket is of equal weight.
6. **Inspection Procedure:**
 - a. Each ticket will be checked for initial response and resolution time. If the initial response is within 30 minutes of ticket creation **and** the reset was performed within 60 minutes of ticket creation, the item will be scored as successful. Both elements must meet the performance requirement in order to be considered successful.
 - b. The results for each month will be added up at the end of the 6-month period.
 - c. The calculation for the completion percentage will be the total of the successful tickets divided by total number of tickets sampled, multiplied by 100.

PROGRAM-WIDE SERVICES (3.0)
METRIC #6
Restore Prime Time Service Outages for Applications and Servers

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** 100% of occurrences within a 6 month period.
- 3. Sample Size:** 100% of lot.
- 4. Performance Requirement:** Restore prime time service outages for Applications and servers. For service outages affecting more than one person, respond within 5 minutes with a daily updates provided until the outage is mitigated. The daily updates will be measured by recording that a status of the effort is given each business day at the daily tag-up meeting. The response within 5 minutes and daily statuses until resolution must both be met to count as successful.
- 5. Sampling Procedure:** All reports will be pulled from Remedy for six month activity. It will be reviewed to identify all service outages for the period. The tickets selected for review will be all service outages created between the hours of 6AM and 6PM, noting the initial response and completion date.
- 6. Inspection Procedure:** For each prime-time outage, the Remedy system logs will be examined to determine if initial response was made within 5 minutes. Records of daily tag-up meetings will be reviewed to determine if statuses were provided each business day until the outage was resolved. The number of outages that meet both criteria to be successful will be scored as a 1. The total of items that received a 1 score will be divided by the total number of outages for the period and multiplied by 100 to get the overall percentage.

PROGRAM-WIDE SERVICES (3.0)

METRIC #7

Resolve Prime Time Application and Server Hardware and Software Problems

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** 100% of occurrences within a 6 month period.
- 3. Sample Size:** 100% of lot.
- 4. Performance Requirement:** Resolve prime time application and server hardware and software problems. For reported hardware and software problems, respond within 30 minutes and implement a fix within 12 prime-time business hours. Both elements must be accomplished in order for the ticket to be counted as successful.
- 5. Sampling Procedure:** A 6 month report from Remedy will be reviewed to identify application and server hardware and software outages. The tickets selected for review will be all application and server hardware and software outages created between the hours of 6AM and 6PM. All tickets are of equal weight.
- 6. Inspection Procedure:** The response time report and ticket aging report for the selected tickets will be reviewed to determine if the initial response was accomplished within 30 minutes and a fix performed within 12 prime-time business hours. If the incident meets both criteria it is scored as a 1. The percentage will be determined by dividing the total number of items that received a 1 score by the total number of incidents for the period multiplied by 100 to get the overall percentage.

CUSTOMER RELATIONSHIP MANAGEMENT (4.0)
METRIC #8
Customer Satisfaction Surveys

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** 100% submitted (All surveys received during each evaluation period- Approximately 125 per month or 750 per review period).
3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Surveys submitted by customers shall include an Overall Rating of no less than a "4" on a scale of 1-5, with "5" being the highest rating.
5. **Sampling Procedure:** Surveys will be accessed each month for the duration of the evaluation period, and will be reviewed for the Overall Ratings assigned by customers after receipt of IT related services. Surveys starting the first day of each review period through and including the last day of that review period will be included in the sample size. All surveys are of equal weight.
6. **Inspection Procedure:** The Government will review the survey responses and will count the number of surveys that include an Overall Rating of at least "4". (Although surveys may consist of ratings for more than one element of performance, the only rating that will be used to determine this metric is the "Overall Rating".) Surveys meeting the metric will be divided by the total number of surveys received, then multiplied by 100, to determine if the metric was met.

APPLICATION DEVELOPMENT AND INFORMATION MANAGEMENT (5.0)
METRIC #9
Error-free Releases

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** Approximately 75 releases per 6-month period.
3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** All application version releases shall be error free and not require any post-release bug fixes.
5. **Sampling Procedure:** Each deployment will be monitored for defects that require bug fixes. All deployments will be of equal weight.
6. **Inspection Procedure:** The Government will review all releases for defects. Releases with no defects will count as a successful releases and will meet the metric. The percentage for the metric shall be calculated as the number of successful releases divided by the total number of releases multiplied by 100.

HEADQUARTERS DATA CENTER (6.0)
METRIC #10
Data Center Availability

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** Approximately 1,000 systems and services.
- 3. Sample Size:** 100% of Lot.
- 4. Performance Requirement:** Data Center systems and services (hosted and housed) shall be available (i.e., operational) at all times (24 X 7 X 365). Availability is measured in seconds; the total number of seconds a system is up and running is divided by total number of seconds during the period, then multiplied by 100 to determine the percentage of availability.
- 5. Sampling Procedure:** A monthly automated report from monitoring software (Nagios and SolarWinds) will be reviewed to determine the percentage of time that systems were available. The overall availability calculation from the report (combined availability of all systems and services) will be recorded each month. All systems will have equal weight.
- 6. Inspection Procedure:** The overall availability calculation from the report (combined availability of all systems and services), will be recorded each month. The monthly overall availability percentages for the 6-month period will be added and divided by 6 to calculate the average availability for the six month period.

HEADQUARTERS DATA CENTER (6.0)
METRIC #11
Compliance with Patch Management Schedule

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** Approximately 60 Windows Servers and 50 non-Windows servers (Mac, Unix, Linux).
- 3. Sample Size:** 100% of Lot.
- 4. Performance Requirement:** Data Center Servers shall be patched in accordance with the approved patch management schedule.
- 5. Sampling Procedure:** Pull reports monthly from the Agency Patch Management System.
- 6. Inspection Procedure:** On a monthly basis review reports from Agency Patch Management System to verify FDCC compliance level. Each server that has been patched within the required schedule counts as meeting the metric for that month. The performance level will be determined by dividing the total number of servers that meet the metric by the total number of servers inspected during the period, multiplied by 100.

SYSTEMS ENGINEERING AND INTEGRATION (7.0)
METRIC #12
Delivery of Annual Tactical Plan and Quarterly Updates

- 1. Method of Surveillance:** 100% Inspection
- 2. Lot Size:** Two events per period: 1 Tactical Plan and 1 quarterly Status Report (Incentive Periods 2, 4, 6, 8, and 10); or 2 quarterly Status Reports (Incentive Periods 3, 5, 7, and 9).
- 3. Sample Size:** 100% of Lot
- 4. Performance Requirement:** Tactical Plan shall be delivered annually within 30 days after IT Board of Director's approval; and/or Tactical Plan Status Report shall be provided each three months thereafter to reflect current status and projections.
- 5. Sampling Procedure:** The delivery of each Plan or Status Report will be monitored by the Government. Each plan or update is of equal weight.
- 6. Inspection Procedure:** The Government will compare the actual submission date to the due date to determine if the plan or update was submitted on time. The total number of on-time deliveries will be divided by 2 and multiplied by 100 to determine on-time percentage.

IT SECURITY (8.0)
METRIC #13
Vulnerability Mitigation

1. **Method of Surveillance:** 100% Inspection
2. **Lot Size:** All critical, high, and moderate vulnerabilities (approximately 100 per 6-month period)
3. **Sample Size:** 100% of lot
4. **Performance Requirement:** All system vulnerabilities shall be mitigated within the specified times in accordance with NPR 2810.1 and NITR 2810.24.
5. **Sampling Procedure:** Each performance period, Agency ITSEC-EDW data from Patchlink/KACE will be examined to determine the total number of vulnerabilities for the period and the total number successfully patched on time. All vulnerabilities will have equal weight.
6. **Inspection Procedure:**
The following items will be checked:
 - a. The Agency's ITSEC-EDW data from Patchlink/KACE will be examined to determine if there were any delinquent patching actions.
 - b. For each delinquent item, the applicable contractor provided monthly vulnerability scan report will be consulted to determine if no patch was available, the risk was accepted by the Government, or another Government-approved mitigation was put in place by the action due date. If so, the item will be marked as successfully completed.
 - c. The total number of vulnerabilities patched on time (i.e., successfully completed) will be divided by the total number of vulnerabilities and multiplied by 100 to yield the completion percentage.

IT SECURITY (8.0)
METRIC #14
Incident Response

1. **Method of Surveillance:** Random Sampling
2. **Lot Size:** Typically within a range of approximately 20-100 prime-time incidents and call-downs during a 6-month period.
3. **Sample Size:** Up to 50 non-Prime Time incidents and call-downs – Sample 50%
Over 50 non-Prime Time incidents and call-downs – Sample 25%
4. **Performance Requirement:** During non-Prime Time hours, respond to a phone call, a NASA Security Operations Center (SOC) or NASA Help Desk notification, or other Government notification within 15 minutes and arrive on-site, if necessary, within two hours of the initial notification.
5. **Sampling Procedure:** Each performance period, a random sample will be pulled from all non-Prime Time incidents and call-downs. If the total number of non-Prime Time incidents and call-downs is 50 or less, every other one (50%) will be examined. In cases where the total number of non-Prime Time incidents and call-downs is greater than 50, every fourth one (25%) will be examined. All incidents and call-downs are of equal weight.
6. **Inspection Procedure:**
 - a. For each non-Prime Time incident or call-down examined, one or several of the following items will be checked, as required, to determine the notification time, the response time, and the arrival on-site time:
 - SOC IMS system records for the incident. The handling of each incident is required to be reported in the system.
 - Help Desk tickets will be consulted to identify to whom the initial notification was made. The contractor is the first point of contact for the Help Desk and multiple contractor POC's are on the call down list.
 - The Civil Service Call Down members will be contacted to determine if any after-hours call downs reached them after a failure to reach a contractor call down responder.
 - HQ Security Office after-hours sign in roster.

If the contractor responded within 15 minutes of initial notification and arrived on-site within 2 hours of notification (when applicable), the item will be recorded as successful. Both elements (when applicable) must have been completed in order for the item to be considered successful.
 - b. The total number of successful items determined in step a divided by the total number of

items examined and multiplied by 100 will yield the completion percentage.